

FULFILLMENT INFORMATION FOR MENTORING PROGRAMS

To help you respond quickly and effectively to the caring adults who respond to the mentoring call to action, we have developed basic suggestions and checklists to help strengthen telephone, Web and other response systems in your organization.

- Telephone Voice Mail
- Your Web Site
- Letters and e-mails
- Questions to Prepare For

Telephone Voice Mail

Checklist:

- Voice mail accepts messages after hours.
- Organization's name and tagline is included in the message.
- Mentoring is mentioned in the message.
- Caller is given the option to leave a general message or a mentoring-specific message.
- Telephone number is listed correctly on advertisements, Web sites and bulletins.
- Telephone number is listed correctly with MENTOR's National Mentoring Database Directory.
- Caller is thanked.

If your system allows multiple choices:

"Hello, you have reached the [NAME OF ORGANIZATION]. We are unable to take your call right now, but if you leave your name, number, and reason for calling, we will return your call as soon as possible.

"Please choose from the following options:

- If you would like more information about our mentoring program, press 1.
- If you are interested in becoming a mentor, press 2.
- If you are would like to find a mentor, press 3.
- For all other questions, press 4. (General message box)

"Thank you for calling the [name of organization] and helping to make a difference in peoples' lives."

If your system does not allow multiple choices:

"Hello, you have reached the [name of organization]. If you would like information about mentoring, please leave a message, including your name, address, e-mail and daytime phone number. We will return your call within the next 48 business hours. Thank you for calling [name of organization] and helping to make a difference in young people's lives."

Your Web Site

Checklist:

- Navigation is intuitive, logical and gets visitors to the information they want within three clicks.
- Links on site connect properly.
- Mentoring information (and/or an icon leading to mentoring information) is easy to locate on your home page.
- Contact information about your organization – address, phone number, e-mail addresses – is easy to access. Also, make sure your e-mail links are accessible, up-to-date and working.

- Web site URL is listed correctly on advertisements, bulletins and in MENTOR's National Mentoring Database directory.
- Key information on mentoring is available on the site or through links to Mentoring.org.

If yours is a direct-service mentoring organization, your site should provide specific information about:

- Program details – goals and objectives, where youth and adults meet, what they do together, length of commitment and stories about successful relationships.
- Who adults and youth should contact – and how – if they want to become mentors and be matched with mentors.
- The process – including how long it takes – from applying to the program to being matched and introduced.
- Criteria for selecting mentors and youth participants and how participants are screened.
- What is expected of participants and what your organization provides, in terms of preparing and supporting mentors and youth throughout the relationship.

Letters and E-mails

SAMPLE #1

Dear [Name]:

Thank you very much for requesting information about mentoring. Mentoring is a powerful tool to help our youth today.

[INSERT PARAGRAPH ABOUT YOUR LOCAL MENTORING ORGANIZATION. AN EXAMPLE OF WHAT THE MENTORING PARTNERSHIP OF LONG ISLAND USES IS IN BRACKETS BELOW.]

[The Mentoring Partnership of Long Island is a not-for-profit organization that works to help mentoring programs get started on Long Island. We work with 170 different organizations and the mentoring programs that they run. These programs are in schools, churches, youth agencies, some businesses and even county offices. Some mentoring programs meet before school, during the school day, after school, and some have flexible schedules.]

Mentoring programs work with school-age children and can take place through community organizations, work places, schools, faith organizations or via the Internet. No matter where it occurs, mentoring is a structured and trusting relationship that brings young people together with caring adults who, along with parents, provide young people with support, counsel, friendship, reinforcement and a constructive example. They are good listeners who care and who want to help young people bring out their existing strengths.

There are many different factors that influence the kind of mentoring program you might choose. Think about your schedule, and then contact us by e-mail or by telephone so we can discuss your preferences, time availabilities and location. We can work together to find a program that will suit your schedule and interests in helping a child.

If you would like more information, check out our Web site at (INSERT YOUR ORGANIZATION'S WEB SITE ADDRESS).

We look forward to hearing from you!

SAMPLE #2

Dear Name:

Thank you for your recent interest in mentoring. We are pleased to tell you about the application process for [NAME OF ORGANIZATION].

The application process has [NUMBER] steps. They are:

- 1.
- 2.
- 3.

You can expect to begin the process [DATE]. We are committed to providing a rewarding mentoring experience to young people and mentors alike. Therefore, we invest in a careful, well-thought-out application and matching process designed to serve the best interests of all. We look forward to working with you in achieving this goal.

If you need more information, or if you requested information and do not receive it within 10 business days please contact us at [INSERT E-MAIL AND TELEPHONE CONTACT INFORMATION].

We appreciate your contacting [NAME OF ORGANIZATION].

Questions to Prepare For

Be prepared to answer these questions from potential volunteers, both in face-to-face meetings and in your written materials. For information and answers to several of these questions, visit Mentoring.org and check out “Become a Mentor” and then “Basics of Mentoring”.

1. How frequently do mentors and young people get together? Where do they meet and for how long? How long am I expected to commit to the mentoring relationship?
2. What sorts of activities do mentors and young people do together?
3. How do I get the relationship started? Do you help us get started?
4. How old are the young people I would be likely to mentor? What are they like? Are they “at-risk”? Will I be safe?
5. What kind of training do you offer mentors? What does it cover and when is the training provided? Do you train and prepare the young people too?
6. What happens if I run into a problem with the young person? What if the young person and I don't get along? Can I quit? Does your organization offer any help?
7. What's the process for becoming a mentor? Do I fill out an application? Do you need references or conduct a background check on me?
8. How will I know if I am making a difference?
9. How soon will I be matched with a youth? I hear so much about so many young people needing mentors, why can't I be matched with one tomorrow or next week?